Registration and User Accounts FAQs

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- Who is the user with Primary Authorizing Official (AO) privilege?
- Can an organization have more than one user with Primary AO privilege?
- Are the Authorizing Official role and Primary Authorizing Official (AO) privilege the same?
- Will I know who the registration request is assigned to?
- How does the annual verification for the Primary AO work?
- When is a Registration Request sent to the SAM.gov POC?
- Who is the SAM.gov POC?

Videos: How to Get Started in HRSA's EHBs

Video Title	Video Below	Audience	Duration
Getting Started with the EHBs	Getting Started in the EHBs	EHB External Users	3.38 minutes
How to Create an External EHBs Account	How to Create an External EHBs Account	EHB External Users	3.27 minutes
How to Register to an Organization	How to Register to an Organization	EHB External Users	4.39 minutes

Why do I need to register as a user?

The purpose of the registration process is to collect consistent information from all users, avoid collection of redundant information, and uniquely identify each system user. The registration process ensures that only authorized individuals from an organization can view application and grant related information.

How do I register in the EHBs?

⚠️ **IMPORTANT**

Members of a grantee organization should register to create an account. Registration is required only once. If you have registered before, do not register again.
Contact the **HRSA Contact Center** (visit Contact Form or call 1-877-464-4772) for assistance with your account if you experience problems logging in to the EHBs.

Registration Process starting on May 26, 2023

STEP 1: Create or verify your Login.gov account

1. Create a Login.gov (Create your account - Login.gov) account with the same email address you use to log into the EHBs.
2. If you already have a Login.gov account, verify the account is active and uses the same email address used to log into the EHBs.
   a. If the email address used for Login.gov and the EHBs is different, you can create a new Login.gov account with the EHBs email address, or add your EHBs email address as a secondary email in Login.gov.
3. For step-by-step instructions on creating a Login.gov account, refer to the Login.gov Wiki Help page.

STEP 2: Register your account in the EHBs

1. Once you create your Login.gov account, do the following:
   a. Visit https://grants.hrsa.gov/
   b. Click on your user community to go to the login page.
   c. Click on the "**Login**" button which navigates you to Login.gov.
   d. Provide the Login.gov credentials and two-factor authentication. On successful login to Login.gov, you will be redirected to the EHBs profile creation page to create your EHBs account.
   e. Use the grant number associated with your State's Block Grant to link to your organization.

STEP 3: Register Your Account to an Organization

1. On the **User Account - Register to an Organization** page, you can search for the organization to which you wish to be associated using Organization Parameters, Grant Parameters, Free Clinic parameters, or FQHC-LAL Parameters. Click on the link for the specific parameter you wish to use.
2. Enter the required information and click the **Search** button. A list of organizations that match your search criteria opens.
3. In the **Options** column, click the Register link for the chosen organization.
4. On the **User Account - Select Organization Role** page, select your role within your organization by clicking in the check box. Most users are "Other Employee." Click the **Save and Continue** button. Note: This step is only applicable for Applicants and Grantees. This does not apply to Service Providers
5. When the **Registration Results** page opens, click the **Login HRSA EHBs** button. The **Annual User Acknowledgment** page opens.
6. Please read the page and then click on the **Accept** button at the bottom of the page.

What are the different roles available for registration?

Authorizing Official: The individual, named by the applicant organization, who is authorized to act for the applicant and to assume the obligations imposed by the Federal laws, regulations, requirements, and conditions that apply to grant applications or grant awards. If you are the designated authorizing official for your organization use this role.

Business Official: The individual, named by the applicant organization, who is authorized to review and submit the financial status report, and, interact with the payment management system. If you are the designated business official for your organization use this role.

Other: All other individuals of an organization who wish to participate in the electronic process should register using this role. HRSA's electronic process allows for additional functional roles such as Application Preparer, Project Director, Communication Contact etc.

What role should I use when I'm registering myself?

The roles available for registration are based on the functions associated with applying for and administering a grant. Please select the role that best describes your relationship to an application or grant and within your organization.

What is the role of the Authorizing Official in the grants management process?

The **Authorizing Official**, named by the applicant organization, is authorized to act for the applicant and to assume the obligations imposed by the Federal laws, regulations, requirements, and conditions that apply to grant applications or grant awards. The signature of the authorizing official:

- protects the legal rights and interests of the applicant organization
- commits the application organization to fulfill obligations of HRSA grant

The signature of the authorized representative forms a legal contract between the applicant organization and the grantor agency, HRSA. By signing documents on behalf of the organization, the authorizing official binds the applicant organization to perform within the terms of the grant agreement, common assurances and certifications, administrative requirements, and programmatic requirements.

What are the responsibilities of the Authorizing Official? Are there any additional responsibilities in the electronic process?

The **Authorizing Official** is responsible for:

- Developing a work plan or calendar to administer and achieve the goals and objectives of the grant award
- Submitting timely, accurate program reports and ensuring the person responsible for fiscal reporting is also prompt and accurate
- Ensuring the grant award is administered in compliance with applicable state and federal laws and regulations
- Ensuring the grant award is administered in compliance with all the applicable terms and conditions

Specifically, the **Authorizing Official** has the following responsibilities in the electronic process within HRSA EHBs:

- Managing and monitoring all the users registered on behalf of the organization
- Ensuring that the organization profile is updated to reflect any changes in address, contact information, or CRS-EIN
- Reviewing and submitting all the applications completed on behalf of the applicant organization

What is the role of the communication contact in the grants management process?

The communication contact serves as the single point of contact for an organization.

Can multiple people in my organization register under the same role?

Yes. However, for each application, only one person can be associated for a given role. For example, there can be multiple **Authorizing Officials** for your organization, but only **one** of them can be listed as the AO for a given application. To allow multiple people to review the application, use the peer access feature.

> ⚠ **Note:**
>
> There is no limit to the number of people who can register on behalf of your organization.

Can I represent multiple organizations using the same login information?

Yes! HRSA EHBs now allow you to use the same username and password to represent multiple organizations.